

Resolution No. 316

A RESOLUTION OF THE CITY OF WOODINVILLE, WASHINGTON, REPEALING RESOLUTION NO. 274 AND ESTABLISHING REVISED VOLUNTEER POLICIES AND PROCEDURES.

WHEREAS, the City of Woodinville Volunteer Program was established in 1999 with the original mission to "promote Council goals by recruiting, training, managing and celebrating the efforts of community volunteers who offer their skills and their hearts to making Woodinville a better place to live and work"; and

WHEREAS, the City of Woodinville "Volunteer Policies and Procedures" were adopted by the City Council in April 2001 via Resolution No. 193 and amended in August 2004 via Resolution No. 274 and have been revised to incorporate the "Volunteer Milestones Recognition" Program, to add language to the policies and Volunteer Intake Form regarding criminal background screening, to provide new guidelines regarding volunteers non-use and restricted use of power tools and to add a new "Eagle Scout Project Statement of Commitment" form to formalize such service projects.

WHEREAS, the City of Woodinville is committed to the effective, safe, and meaningful use of community volunteers in order to build community spirit, engage citizens in local government, meet civic objectives, provide efficient and expanded service delivery to the City organization and community; and

**NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF WOODINVILLE,
WASHINGTON, DOES RESOLVE AS FOLLOWS:**

Section 1. Adoption of the Plan. The City Council hereby adopts the Volunteer Policies and Procedures of the City of Woodinville, as set forth in Attachment A.

Section 2. Review. The City Council hereby directs the staff to regularly review the plan and recommend to the City Council any necessary changes.

Section 3. Resolution No. 274 is hereby repealed in its entirety.

**ADOPTED BY THE CITY COUNCIL AND SIGNED IN
AUTHENTICATION OF ITS PASSAGE THIS 12th DAY OF JUNE, 2006.**

APPROVED:



CATHY VONWALD
MAYOR

ATTEST/AUTHENTICATED:



SANDRA C. PARKER
CITY CLERK/MMC

VOLUNTEER POLICIES AND PROCEDURES

of the
CITY OF WOODINVILLE, WASHINGTON



REVISED 6/12/2006
ADOPTED 8/16/2004
ADOPTED 4/9/2001

**VOLUNTEER POLICIES AND PROCEDURES
OF THE CITY OF WOODINVILLE, WASHINGTON**

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Volunteer Policies & Procedures: Legislative History

The City of Woodinville is best served by the active participation of community citizens as volunteers. Volunteers learn more about their City and contribute to its effectiveness, thereby fostering increased cooperation and understanding.

The purpose of this document is to provide guidance and direction to staff engaged in volunteer management and volunteers who participate in the City's program. Specifically, these policies address volunteer recruitment, eligibility and screening, orientation and training, utilization and placement, supervision, development, recognition and retention, and evaluation.

On April 8, 2001, the City Council adopted its Volunteer Policies and Procedures (Resolution 193). Revisions to the document (to better follow the volunteer process and reflect updated practices) were made in May 2004 and reviewed by the City Attorney and the City's insurance agency, Washington Cities Insurance Authority (WCIA). This revised Volunteer Policies and Procedures (VP&P) were presented to and adopted by City Council on August 16, 2004 via Resolution 274.

On June 12, 2006, the City Council considered Resolution No. 316 that proposes the following amendments to the VP&P

- incorporate a formal "Volunteer Hours Milestones Recognition Program" (Appendix L)
- additional language regarding background screening (Appendix C & 3.01)
- Additional language regarding volunteer use & non-use of power tools (5.08)
- incorporate a "Eagle Scout Project Statement of Commitment (Appendix M)

**VOLUNTEER POLICIES AND PROCEDURES
OF THE CITY OF WOODINVILLE, WASHINGTON**

The mission of the City of Woodinville Volunteer Program is to promote Council goals and enhance Woodinville's quality of life by encouraging citizens to volunteer. Volunteers are to be provided with meaningful, challenging opportunities to further their development, while supporting their community.

Section I - Overview

1.01 City of Woodinville voluntarism

The City of Woodinville is best served by the active participation of community citizens: citizens of all ages learn more about their City and their fellow citizens, fostering increased cooperation and understanding. To this end, the City encourages the involvement of volunteers within all appropriate programs and activities. City Council members, commission and board members, and staff members are encouraged to support productive roles and meaningful experiences for City volunteers.

1.02 Statement of purpose

The purpose of these policies is to provide overall guidance and direction to staff and volunteers engaged in volunteer management. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The City reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. The Volunteer Coordinator, upon approval of the City Manager, shall determine areas not specifically covered by these policies.

These policies and procedures (including appendices) are available on the City's employee intranet.

1.03 Scope

Unless specifically stated, these policies apply to all City of Woodinville volunteers in all programs and projects undertaken on behalf of the City, and to all departments and sites of operation of the City. The sole exception is elected officials, for whom these policies do not apply.

1.04 Definitions

"At-risk" – any child under sixteen (16) years of age, developmentally disabled persons, and "vulnerable adults" as that term is defined in RCW 43.43.830(9)

"Court-ordered" -- any community service ordered by a legal entity

"Minor" -- any individual under eighteen (18) years of age

"One-time event volunteer" – A volunteer who contributes his/her time ONLY to a once-per-year event lasting one day or less. Examples include the Fourth of July Fireworks Celebration and Woodinville Light Festival.

"Supervisor of volunteer" – a designated City staff or volunteer charged with the initial training, then ongoing support and management of one or more City volunteers. Supervisors of minor volunteers must be adults.

"Volunteer" - anyone who without compensation performs a task at the direction of and on behalf of the City. A "volunteer" must be officially accepted and enrolled by the City prior to performance of the task. Unless specifically stated in the Personnel Policies of the City of Woodinville, volunteers shall not be considered as "employees" of the City of Woodinville.

"Volunteer Coordinator" – a paid staff person who is charged with overseeing the City's management of volunteers.

1.05 Role of the Volunteer Coordinator

The productive utilization and management of volunteers requires a planned and organized effort. The function of the Volunteer Coordinator is to provide a central coordinating contact for effective volunteer

recruitment and management within the City, and to support and assist staff and volunteer efforts to provide more productive services.

The Volunteer Coordinator shall bear primary responsibility for recruiting suitable volunteers, assessing and responding to needs for volunteers, planning effective volunteer utilization, supporting the meaningful and productive roles of volunteers, facilitating opportunities for honoring and recognizing volunteers, and for tracking and evaluating volunteer contributions to the City.

1.06 Volunteer rights and responsibilities

Volunteers are a valuable resource to the City, its staff, and its residents. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as respected "co-workers," the right to effective supervision, the right to feedback on performance, the right to appropriate involvement and participation, and the right to recognition for accomplishments.

In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals, policies, and procedures of the City. Volunteers shall agree to act in a prompt and professional manner, and to adequately inform staff of planned and unexpected absences.

1.07 Scope of volunteer involvement

Utilization of volunteer resources shall be considered for all applicable programs and activities of the City.

1.08 Right to reject services

The City reserves the right to limit the use of volunteers, adjust the hours of any volunteer or to reject services as it, in its sole discretion, deems fit, in order to best achieve its public purpose and policy. No employment or any other contractual right is created by these policies. The City is grateful for the volunteer services of the community, but nothing in these policies should be interpreted as a right to participate in any program, nor to assure the continuance of any volunteer position.

Grounds for rejecting services may include, but are not limited to: misrepresentation of information on required paperwork, unsatisfactory background check, gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property, misuse of City equipment or materials, mistreatment of clients or co-workers, failure to abide by City policies and procedures, failure to meet the standards of performance relating to the essential functions of the volunteer position, and/or failure to satisfactorily perform assigned duties.

Section 2 – Volunteer Recruitment

2.01 General recruitment

Volunteers shall be recruited by the City on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers shall be recruited without regard to any individual's sex, race, color, religion, national origin, pregnancy, age, marital status, medical condition, disability, or any other basis prohibited by local, state, or federal law. Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering.

The City will use its usual means of communication to recruit volunteers, including the public website, publications and public outreach.

2.02 Reasonable accommodation

The City will provide reasonable accommodation to qualified, disabled volunteers.

2.03 Recruitment of minors

Generally speaking, the City of Woodinville will not accept as an *individual* volunteer anyone less than 14 years of age, but encourages participation of all ages in event-related and other group appropriate projects (such as Sammamish ReLeaf).

The City encourages individual minors (14-18) participation as volunteers so that these volunteer can accomplish their service hour requirements for school. Individual minor volunteers are assigned to an appropriate supervisor who may be staff or an adult volunteer.

Groups and organizations (including families) whose members consists of children under age 14 shall be allowed to volunteer with appropriate projects, provided their independent sponsoring group or organization adequately provides all of the adult supervision necessary for all minors to perform the activity safely. The City shall not be responsible for providing adequate adult supervision for groups including minor volunteers.

Each volunteer who has not reached the age of 18 must have the written consent of a parent or legal guardian prior to volunteering. (See **Appendix A: Volunteer Agreement**)

2.04 Court-ordered community service

The City will facilitate, whenever possible, volunteer opportunities for persons who are directed by a legal authority to complete community service hours. Most referrals for court-ordered community service for minors come through the Accountability Board (formerly Juvenile Diversion).

Volunteers must meet conviction record requirements as set forth in Section 3.01.04 of these Policies. There must be adequate City resources to provide appropriate supervision of such a volunteer. Supervisor(s) of such a volunteer shall be informed of the volunteer’s legal requirement, but shall not be provided the details. Court-ordered community service volunteers must read and sign the Community Service Contract (**Appendix B**) before commencing volunteer service.

2.05 City employees as volunteers

The City accepts and encourages the services of its staff as volunteers. This service is accepted provided that the volunteer service is:

- a) provided totally without any coercive nature,
- b) involves tasks which are outside the scope of normal staff duties, and
- c) is provided outside of usual working hours.

Additionally, the City supports its employees in volunteering with other community organizations, outside work hours.

2.06 Eagle Scout volunteer service projects

The City may work with Eagle Scout award candidates in supporting a service project that benefits the City and assists the Scout in attaining his Eagle Scout Award. The “Eagle Scout Project Statement of Commitment” (**Appendix M**) is to be used to formalize such projects and to clarify role & responsibilities. This form must be completed by a designated City representative, the Scout and the Scout’s parent prior to commitment of resources and any implementation.

Section 3 – Volunteer Eligibility, Acceptance, Placement & Orientation

3.01 Requirements for eligibility

To be eligible to become a City of Woodinville volunteer, each prospective volunteer must initially complete the following requirements (chart below). All required forms should be completed, signed and returned to appropriate staff, then forwarded to the Volunteer Coordinator.

Requirement	All Volunteers	Exception: one-time event volunteers
Volunteer Agreement form (Appendix A)	Required	Required
Volunteer Intake form (Appendix C)	Required	Not required
Community Service Contract (Appendix B)	Required only for court-ordered service	Required only for court-ordered service
Criminal history screening	Required only for volunteers placed in unsupervised, direct contact with at-risk populations	Required only for volunteers placed in unsupervised, direct contact with at-risk populations
Face-to-face interview	Required	Not required

Description of requirements:

3.01.01 Agreement Regarding Individual Volunteer Service within the City Form (aka Volunteer Agreement) (**Appendix A**)

3.01.02 Community Service Contract (Appendix B):

Required for anyone wishing to complete court-ordered community service hours.

3.01.03 Volunteer Intake Form (Appendix C):

The purpose of this document is to elicit information helpful in screening and finding an appropriate placement for volunteer applicants, as well as necessary information regarding criminal background checks and references.

3.01.04 Screening for placement with at-risk populations

For the purposes of this section "at-risk clients" shall include children under sixteen years of age, developmentally disabled persons, and "vulnerable adults" as that term is defined in RCW 43.43.830(9).

Where volunteers are to be placed in direct contact with at-risk clients, screening procedures will be instituted. These procedures may include reference checks, direct background investigation, criminal investigation, etc. All volunteers to be placed with at-risk clients shall submit adequate information to allow the City to conduct a background check. The prospective volunteer is required to make the disclosures set forth in RCW 43.43.834(2). Volunteers who refuse permission to conduct these checks or who fail to submit the proper information will not be accepted for placement with these clients.

The City of Woodinville will **NOT** consider for placement with at-risk populations any volunteer applicant who has been convicted of committing a "crime against children or other persons," as defined by RCW 43.43.830(5):

"Crime against children or other persons" means a conviction of any of the following offenses: Aggravated murder; first or second degree murder; first or second degree kidnapping; first, second, or third degree assault; first, second, or third degree assault of a child; first, second, or third degree rape; first, second, or third degree rape of a child; first or second degree robbery; first degree arson; first degree burglary; first or second degree manslaughter; first or second degree extortion; indecent liberties; incest; vehicular homicide; first degree promoting prostitution; communication with a minor; unlawful imprisonment; simple assault; sexual exploitation of minors; first or second degree criminal mistreatment; endangerment with a controlled substance; child abuse or neglect as defined in RCW 26.44.020; first or second degree custodial interference; first or second degree custodial sexual misconduct; malicious harassment; first, second, or third degree child molestation; first or second degree sexual misconduct with a minor; patronizing a juvenile prostitute; child abandonment; promoting pornography; selling or distributing erotic material to a minor; custodial assault; violation of child abuse restraining order; child buying or selling; prostitution; felony indecent exposure; criminal abandonment; or any of these crimes as they may be renamed in the future.

For volunteer applicants who have one or more convictions (for crimes other than "crime against children or others") and five or more years have passed between the most recent conviction and date of application, the City of Woodinville, may, at its discretion, consider applicants for non-at-risk placement only.

The City shall notify the volunteer applicant of the result a Washington State Patrol check, and shall provide a copy to the prospective volunteer, within ten (10) days of receiving the result/response.

Criminal background checks will be renewed every year for volunteers in contact with at-risk populations.

The City shall not make the distinction between "supervised" and "unsupervised" volunteer assignments when considering potential placement with at-risk populations. **ALL** volunteer

applicants with potential contact with at-risk populations are to receive background screening prior to placement decisions.

In the event that a volunteer requests to transfer from a volunteer position that has not required a criminal background screening to a volunteer position that is with at-risk clients, an appropriate screening will be conducted on that volunteer, with no deference to their length of service or status.

3.01.05 Face-to-face interview

Prior to being assigned or appointed to a position, all prospective volunteers shall receive a face-to-face interview to ascertain their suitability for and interest in that position. Interviews may be conducted by any member of the Community Relations Division or other trained staff. Interviews may be waived for one-time event volunteers. The interview should determine the qualifications and goals of the volunteer, his or her commitment to fulfill the requirements of the position, and provide an opportunity for the volunteer to ask questions.

3.02 Acceptance by the City

For all City of Woodinville volunteers: the City may accept a volunteer upon completion of requirements as outlined in the Section 3.01 Table.

In most cases, acceptance will be communicated verbally or in writing by the Volunteer Coordinator, or other appropriate staff. No volunteer shall begin any placement nor orientation until he or she has been officially accepted for that position and has completed all necessary screening and paperwork:

3.03 Placement

In placing a volunteer, consideration shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position, as well as priority of need. Every effort is made to provide the best match between the needs of the volunteer and the placement/supervising staff. No position should be given to an unqualified volunteer. The supervising staff should be given adequate confirmation of the placement and/or arrival of a newly placed volunteer, by the Volunteer Coordinator, or appropriate staff.

3.04 Acceptance of volunteer placement by staff

No volunteer will be assigned to work with a staff person without the consent of that staff person. Since volunteers are considered a valuable resource in performing the City's work, staffs are encouraged to seriously consider creative ways in which volunteers can be of service and to consult with the Volunteer Coordinator if in need of assistance.

3.05 Volunteer General Orientation

Each volunteers shall receive the City of Woodinville Volunteer General Orientation (**Appendix D1**) which includes an overview of City of Woodinville information and history, City policies, the City's customer service standards, City communications, the nature and operation of the volunteer's function, and volunteer recognition opportunities.

At the completion of the Volunteer General Orientation, each volunteer must sign a Volunteer General Orientation Agreement (page 52 of the PowerPoint file or **Appendix D2**), indicating they have read/received the information, understand it, and agree to abide.

The Volunteer General Orientation is in PowerPoint format and is accessible to all City staff at file location, determined by the Volunteer Coordinator in cooperation with IS Division.

The Volunteer General Orientation is required for all City volunteers, with exception of one-time event volunteers who may be waived from the Orientation. Volunteers may choose the most suitable Orientation format.

Volunteer General Orientation format	All Volunteers	Exception: one-time event volunteers
Self-guided, on City computer	Format available	Not required
Hard-copy format (take home or mailed)	Format available	Not required
One-on-one presentation by trained staff	Format available	Not required

If a "one-time event" volunteer also volunteers for the City in any other regular or extended capacity, then said volunteer must complete a Volunteer General Orientation before commencing regular volunteer service.

The self-guided computer format or hard-copy format should take most volunteers 20 minutes to complete. In the event that a volunteer may highly benefit from a one-on-one presentation-style Volunteer General Orientation, arrangements may be made with the Volunteer Coordinator.

The Volunteer General Orientation must be completed before volunteer service may begin. For convenience sake, this orientation may be completed the volunteer's first day, but must be done before beginning assigned duties.

3.06 Supplemental Orientation for Appointed Officials

WCIA suggests that appointed officials (Planning Commission, Parks & Recreation Commission, Tree Board and Public Arts Advisory Committee) also complete a supplemental section to the Volunteer General Orientation that addresses responsibilities and roles specific to that appointed office. Each appointed volunteer must indicate on the Volunteer General Orientation Agreement that they have completed the supplemental material (by initialing a check box).

Under current policy, registering as a City volunteer and recording volunteer hours, appointed volunteers are provided liability coverage through WCIA and medical aid coverage through State Labor and Industries coverage.

3.07 Placement-specific training

Staffs who supervise volunteers shall have primary responsibility for design and delivery of on-the-job training to volunteers assigned to them.

Volunteers shall receive from their assigned Supervisor specific on-the-job training to provide the information and skills necessary to perform volunteer assignments. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the positions and the capabilities of the volunteers. If volunteer duties change during the course of the volunteer's service, then the Supervisor shall provide additional training on necessary skills or knowledge.

Placement-specific training will likely occur on the volunteer's first day of assignment, but must take place before the volunteer begins their duties.

Section 4 – Request for Volunteers

4.01 Staff requests for volunteers

Requests for volunteers may be submitted by phone or by email to the Volunteer Coordinator by providing the following information:

- a) date/duration of need,
- b) number of volunteers needed,
- c) name and phone number of contact/supervisor,
- d) a brief description of volunteer duties and

e) degree of urgency.

The recruitment of volunteers is enhanced by developing meaningful duties, and by providing a two-week advance notice of the request.

4.02 Volunteer work descriptions

Formal volunteer work descriptions for most existing volunteer placements have been developed and shall be used for the purposes of educating the community on volunteer opportunities, assisting prospective volunteers to determine a placement and clarifying volunteer duties. Volunteer work descriptions may be used for performance evaluations of volunteers. It will be the responsibility of the Volunteer Coordinator to create any necessary formal work descriptions for new volunteer placements, based upon staff input and expressed need.

4.03 Placement confirmation

Final assignment of a potential volunteer should be approved by the appropriate supervisor. The volunteer will then be informed of the placement confirmation. It may be necessary for the volunteer him/herself to contact the Supervisor directly to arrange scheduling, in which case the volunteer will be provided with Supervisor contact information.

Section 5 – Supervision and Performance of Volunteers

5.01 Requirements of a supervisor

Each volunteer with the City must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor may be a City staff person, a trained adult volunteer, or other designated person. This supervisor shall be responsible for initial placement-specific training of the volunteer, day-to-day management and guidance of the work, and shall be available to the volunteer for consultation and assistance.

The Supervisor of Volunteer Checklist (**Appendix E**) is intended as a resource to those who supervise volunteers to insure consistency in screening, placement, training and supervision. Volunteer forms and policies are available on the City's employee intranet.

Individual minor (age 14-18) volunteers must have an adult supervisor. For groups of minor volunteers (any age under 18), arrangements must be made within the independent sponsoring organization or group to provide adequate adult supervision. Generally, adequate adult supervision of minor volunteers means no greater than a 1-4 ratio of adults to youth.

5.02 Volunteer / staff relationships

Volunteers and staff are considered to be partners in implementing the mission and programs of the City, with each having a complementary role to play. It is essential for the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

5.03 Staff training on volunteer management and resources

An orientation on working with and managing volunteers will be provided to all staff, generally, once a year. In-service training on effective volunteer utilization may be provided to those staff members that are highly involved in volunteer management.

5.04 Worksite

An appropriate worksite shall be established by the supervisor for each volunteer. This worksite shall contain necessary facilities, equipment, and space to enable the volunteer to effectively and comfortably perform his or her duties. Volunteer work sites are subject to the same safety requirements as are all City work sites.

5.05 Dress code and identification

As representatives of the City, volunteers, like staff, are responsible for presenting a good image to clients and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties. Volunteers are to be identified by wearing approved nametags or other methods provided by the City of Woodinville.

5.06 Timesheets

Individual volunteers are responsible for the accurate completion and timely submission of timesheets (Appendix F). All volunteers shall sign in when beginning service and sign out when service is completed for that day. Timesheets should be initialed by the Supervisor each day of volunteer service. At the end of each month, Supervisors are asked for their assistance in submitting timely volunteer timesheets to the Volunteer Coordinator, for data entry.

5.07 Access to City property and materials

As appropriate, volunteers shall have access to City of Woodinville property and materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. At no time shall a volunteer operate City vehicles.

5.08 Use of power tools and motorized equipment

'Manual tools' are defined as having no automated moving, motorized or pressurized parts. 'Simple power tools' include only power, hand-held drills, electric or gas weed-eaters and pressure washers. All other power tools shall be considered 'Advanced power tools', such as wood saws, chainsaws, woodworking equipment, nail guns, etc.

Minor volunteers may use only manual tools (with adult supervision) and are prohibited from using simple power tools or advanced power tools (see table below).

Individual adult volunteers may use manual tools and simple power tools (with staff supervision), but are prohibited from use of advanced power tools.

An exception for the use of advanced power tools by adult volunteers may be made for volunteer service groups who have an established relationship with the City (i.e. Rotary Club, Lion's Club) and whose project directly benefits the City. In such cases, the volunteer service group agrees to complete a Volunteer Agreement and time log for each participating member.

In situations where the volunteer service group provides their own (simple and/or advanced) power tools, the group must attest in writing to their training and ability to operate them. In rare situations where the City would provide the select group with City-owned or rented power tools, the City shall arrange for a) training on the proper use of power tools, b) supervision during use and c) provision of proper personal protective equipment (PPE).

Type of tool	Minor Volunteer	Adult Volunteer (individual)	Adult Vol. (service group membership)
Manual tools	ALLOWED City provides tools only	ALLOWED City provides or volunteer provides	ALLOWED City provides or volunteer provides
Simple power tools (drill, weed-eater & pressure washer)	PROHIBITED	ALLOWED City provides or volunteer provides	ALLOWED City provides or volunteer provides
Advanced power tools	PROHIBITED	PROHIBITED	ALLOWED (provisional)

5.09 Drug-free workplace

Volunteers are expected to show up to their assignments free of alcohol, drugs or other controlled substance. The City may discipline or terminate a volunteer possessing, consuming, selling or using alcohol, drugs or other controlled substances during volunteer hours, or in any manner which impedes performance.

5.10 Transportation

Volunteers are responsible for securing their own transportation to and from their primary assignment location. Free-of-charge parking is available at City Hall and the Community Center.

Volunteers may **not** drive or operate City of Woodinville vehicles. Volunteers may accompany a City staff person in a City vehicle. Should it become necessary, at the request of staff, for a volunteer to transport non-hazardous items using the volunteer's vehicle (i.e. supplies, tools, signs), not persons, to another volunteer worksite, the volunteer must first receive approval from her/his Supervisor. Also a copy of the volunteer's driver's license and proof of vehicle insurance must be on file with the Volunteer Coordinator.

Volunteers should consult their tax advisor regarding the deduction of volunteer mileage.

5.11 Professional services

Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or licensed to do so, and has received City approval. Such a volunteer must also be a participating member of an established volunteer service group (not an individual volunteer) and his/her use of tools shall be guided by policy (see 5.08). In such approved cases, a copy of such certificate or license must be on file with the Volunteer Coordinator.

5.12 Representation of the City

Prior to any action or statement that might significantly affect or obligate the City, volunteers should seek prior consultation and approval from their supervisor. These actions may include, but are not limited to, public statements to the media, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers may speak with media only after receiving authorization from the City's Public Information Officer (PIO). [Refer to Administrative Policy 2.1, Media Relations Policy]

5.13 Absenteeism

Volunteers are expected to perform their duties on an agreed-upon schedule. If expecting to be absent from a scheduled duty, volunteers shall inform the supervising staff member and/or Volunteer Coordinator as far in advance as possible so that alternative arrangements may be made. Court-ordered participants will be remanded back to the court (the court monitor will be contacted) after two unexcused absences or chronic tardiness.

5.14 Standards of performance

Standards of performance may be established for on-going volunteer positions. These standards may list the work to be done in that position, measurable indicators of whether the work was accomplished, and appropriate timelines for accomplishment of the work. Volunteers are to be held to the city's adopted customer service standards.

5.15 Safety and welfare of volunteers

Of paramount importance is the safety and welfare of volunteers.

In the event of an injury or accident involving a volunteer:

- 1) The volunteer should immediately report it to her/his Supervisor, or if not possible report it to an appropriate staff member.
- 2) The volunteer's Supervisor should complete a "WCIA Supervisor's Report of an Accident" (**Appendix G**) and submit a copy to the Volunteer Coordinator, as soon as possible.

In the event of a non-injury "close-call" accident, the volunteer should still report it to her/his Supervisor, who will determine whether or not to complete a "WCIA Incident Report" (**Appendix H**). If a "WCIA Incident Report" is completed then a copy must be submitted to the Volunteer Coordinator, as well.

Access to a telephone and/or radio communication should be available at all events and work parties, either through City resources, or if not possible, then by confirming cell phone access of at least one adult supervisor.

All minors are to be directly supervised by an adult. Organizations whose membership consists of those less than 14 years of age may participate as volunteer only if their independent sponsoring organization (i.e. school, Boy Scouts, family) provides adequate adult supervision necessary to perform the activity safely (usually no greater than a 1:4 adult/youth ratio). No power tools are to be used by minor volunteers under the age of eighteen.

5.16 Liability

Under current policy, all City volunteers are provided liability coverage through WCIA and medical aid coverage through State Labor and Industries coverage. It is required that each volunteer record and report his/her hours with the City in order to qualify for L&I coverage. Coverage does not include gross acts of misconduct or negligence. Additional information regarding such insurance is available from the City Finance Department.

5.17 Changes in volunteer status

Supervisors of volunteers are responsible for regular communication with the Volunteer Coordinator on the status of volunteers, and are responsible for the timely provision of all necessary paperwork. The Volunteer Coordinator shall be informed immediately of any substantial change in the work or status (such as approved leave of absence) of a volunteer and shall be informed of any proposed corrective action.

5.18 Re-assignment

Occasionally, an initial volunteer placement does not work out for the volunteer or Supervisor, or both. If such a situation arises, the Volunteer Coordinator should be notified.

If the placement cannot continue, then an assessment will be made of any issues and problems and whether the volunteer has the skills or knowledge to receive a subsequent placement. The City cannot guarantee availability of placement, and has the right to refuse future or additional placement of any volunteer.

A volunteer who is re-assigned to a new position shall receive appropriate orientation and training for that position before he or she begins work.

Section 6: Volunteer Development, Recognition and Retention

6.01 Continuing education

Volunteers are encouraged to improve their levels of skill during their terms of service, and when appropriate should be allowed to assume additional and greater responsibilities. Additional training and educational opportunities may be made available to volunteers during their service with the City. This continuing education may include performance feedback, shadowing opportunities, informal or formal training. Such may be provided either by the City or by assisting the volunteer to participate in educational programs provided by other entities.

6.02 Letters of reference

Letters of reference may be provided to volunteers who have performed satisfactorily, as a means to assist their study, scholarship or employment goals. Volunteers may request such a letter from their direct supervisor, or the Volunteer Coordinator. The content of a letter of reference shall follow City of Woodinville Personnel Policies.

6.03 Recognition and appreciation

Thank you letters emails, and/or verbal thanks are to be given to all volunteers within three weeks after any event longer than two hours.

Special event volunteers may be recognized by the City Council for the *City's Anniversary Celebration* (part of *Celebrate Woodinville!*), *Fourth of July Fireworks Celebration* and *Light Festival*. Regular recognition events will be held to highlight the contributions of volunteers to the City of Woodinville and to demonstrate the City's appreciation.

The "Volunteer Milestones Recognition Program" shall provide formal recognition of City volunteers who accrue a total of 100, 200, 500, 1000 and 5000 volunteer hours (see Guidelines, **Appendix L**). Each eligible volunteer shall be awarded a certificate of appreciation and a token gift at each of their milestone achievements. Volunteers accruing 100 and 200 hours shall be recognized at a regular appreciation event; those accruing 500 and more hours shall be recognized by City Council during one of their regular scheduled meetings.

All staff and volunteers responsible for volunteer supervision are encouraged to undertake on-going methods of recognition of volunteer service on a regular basis throughout the year. These methods of

informal recognition should range from a simple "Thank You" to a concerted effort to include volunteers as full participants in program decision-making and implementation.

6.04 Food and drink

Pursuant to City policy (**Appendix I**), the City of Woodinville may provide refreshments for volunteer work parties/projects lasting longer than two hours. There will be no refreshments purchased for efforts of less than two hours.

6.05 Service terminated by volunteer and possible retention

The volunteer may at any time, for whatever reason, decide to sever his or her relationship with the City. Volunteers are asked, however, to provide two-weeks notice to their supervisor. Notice of such a decision should be communicated immediately to the Volunteer Coordinator.

Efforts shall be made to determine whether a change in volunteer assignment, schedule or supervision would facilitate or allow their continued service. If not, then efforts shall be made to determine whether the volunteer would like to resume their service at a later time.

Section 7 – Volunteer Records

7.01 Maintenance of records

A system of records will be maintained on each volunteer with the City, including all required forms, dates and hours of service, and positions held. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to the Volunteer Coordinator in a timely and accurate manner.

7.02 Retention of records

In accordance with State archive mandates, volunteer records shall be retained for the time period at least six (6) years beyond the termination of the volunteer's service. After such time, records may be destroyed.

7.03 Reports of volunteer activity

Timely quarterly reports of volunteer activity shall be provided to the Finance Department for use in submitting required L&I reports (and to insure L&I coverage for volunteers). This shall be the responsibility of the Volunteer Coordinator. These quarterly reports include total volunteers hours and total volunteer count.

Section 8 - Evaluation

8.01 Request for volunteer feedback

The City may seek feedback from its volunteers (generally volunteers who contribute more than 25 hours) in an effort to improve its volunteer programs (see **Appendix J**).

8.02 Annual evaluation of volunteer

Each active volunteer should receive an annual evaluation (**Appendix K**) from her or his direct supervisor. This evaluation should be completed on the anniversary of the volunteer's start date. Volunteers who provide service only for a time-limited event may be exempted from formal evaluation. The completed evaluation should be forwarded to the Volunteer Coordinator in a timely manner.

Supervising staff shall be involved in all evaluation and work assignments of volunteers with whom they are connected.

8.03 Evaluation of volunteer utilization

The Volunteer Coordinator shall conduct an annual evaluation of the utilization of volunteers by the City, which will comprise a) evaluation of volunteer experience and b) evaluation of supply/demand. This evaluation shall include information gathered from volunteers, staff, and clients. The evaluation report will be submitted to the City Manager.